

Customer Standards Service Support Officer – Grade 8

At Kirklees we try to be innovative and creative in the way we work to deliver our services to our communities. These are challenging times and sometimes the council's services do not meet the standards our customers expect.

The role will be working with a small team who try to resolve complaints and issues that have arisen with Council services, and which have not reached a resolution by "in service" review. The role will involve dealing with the complainant, and staff and managers within council services, to ascertain what progress has been made, and generally collecting information for assessment and review by the Corporate Customer Standards Officer and Assistant manager. You will also deal with Whistleblowing complaints, and other complaints that come directly to the team. You will also collect information to assist external reviews of complaints by the Local Government Ombudsman, or other agencies.

The role is generally office based and you will be required to use a PC and a range of IT packages. You will report to the Corporate Customer Standards Officer - who manages the Corporate Complaints Team

This role is based within Customer Standards- part of the Risk Service. [Click here to find out more](#) ●
[To find out more about working for Kirklees please click here](#)

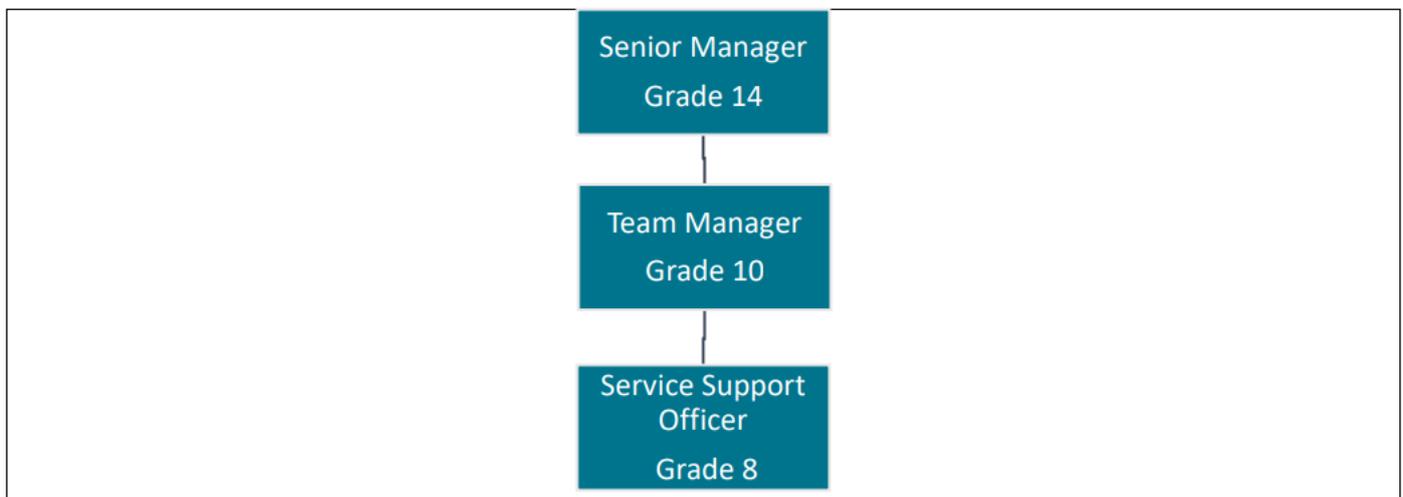
Key areas of responsibility

- Support the day to day administration of the team to help to resolve complaints and issues that have arisen within Council services, which have not reached a resolution by in service review.
- The role will involve dealing with the complainant, any representative, staff and managers within council services, trying to determine what progress has been made, and generally collecting information for assessment and review by the Corporate Customer Standards Officer and Assistant manager.
- Deal with Whistleblowing complaints, and other complaints that come directly to the team.
- Collect information to assist external reviews of complaints by the local government ombudsman, or other agencies.
- Communicate with customers, external agencies and organisations and other council services by adopting the most appropriate method: phone, email, face to face or letter. The role will be working with a small team
- Attend meetings both internally and external to the Council.
- Occasionally, the work can involve dealing with matters that are sensitive and difficult. Meeting deadlines can be pressurised.

Job Checklist

- Achieves performance targets as an individual and contributes to the overall team and service performance
- Able to be flexible and committed to meet service objectives.
- Effective interpersonal skills to work and communicate with all levels and to forge internal and external relations
- Demonstrate effective joint working with other colleagues, services and organisations.
- Make routine decisions in line with legislation, council policy and procedures and ensure appropriate action is taken in a timely manner.
- Keep up to date with legislative change, changes in council policies and procedures that affect the role.
- Ensures a consistent approach is maintained and delivered to allow action plans and work projects to be developed

Position of job in organisational structure



The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

- A flexible approach, positive about change and willing to be actively involved in shaping the service through change.
- Broad knowledge and understanding of all council service areas, including legislation, policies, procedures, and good practice.
- Excellent communication and interpersonal skills in order to share good practise and knowledge with colleagues.
- Effectively help and support customers providing guidance on difficult problems as and when required.
- Able to address matters sensitively, and with empathy.
- Substantial IT skills including inputting and extracting complex data accurately.
- Experience of prioritising workloads and working to targets and timescales.
- Identifies and with support resolves team problems and issues in a timely manner.

This role is at level 2. [Click here to find out more](#)

Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting Criteria
Good experience of dealing with difficult and complicated problems and resolving them effectively	Essential
A positive, professional approach, open to change and able to adapt as the service moves forward.	Essential
The ability to organize own workloads and those of the team in the absence of the team manager.	Essential
To ensure time is utilized effectively and efficiently to meet deadlines and targets.	Essential
Committed to their own personnel development and that of the teams.	Desirable

Experience in working in a customer focused front facing environment delivering quality service to the customer.	Essential
Good team working skills	Essential
Good standard of literacy and communication skills	Essential
IT knowledge and skills including use of databases, email, internet and word processing.	Desirable
Good understanding of data protection and confidentiality of personal data.	Essential
Knowledge of council and external organisations to be able to signpost customers to relevant services.	Desirable
Providing feedback and guidance on accuracy of work to others across the council	Desirable

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about Council Behaviours and Expectations.

General information

See your responsibilities related to Safeguarding.
 DBS Check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

Service Support Officer – Grade 8

Job purpose

To be read in conjunction with the Service Support Officer Job Profile which provides the full range of responsibilities across the function.

The role is based within the Welfare and Exchequer Service which includes the administration of income collection (Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debtors, Payments, and Reconciliation); along with Housing Benefit and Council Tax Reduction administration, other means tested benefits, including discretionary and complimentary benefits, Corporate Fraud, welfare benefit provision & benefits advice and adult social care finance administration and safeguarding.

You will be supported by Team Manager and or Senior Manager whilst working in a supportive team environment.

This role is based within [Corporate Strategy, Commissioning & Public Health](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

Council Tax

Knowledge and recent working experience of processing council tax, including knowledge of council tax legislation, policies, and procedures.

Business rates

Knowledge and recent working experience of processing business rates, including knowledge of business rates legislation, policies, and procedures. Knowledge of future changes for business rates and the impact these changes will have on the council would be an advantage

Housing Benefits

Knowledge and recent working experience of processing housing benefit and council tax reduction. Including knowledge of legislation, policies, and procedures. Knowledge of and an understanding of future welfare reform changes would also be an advantage.

Concessionary & Discretionary Services

Knowledge and recent working experience of working on blue badge applications, free school meals, local welfare provision, discretionary travel, and discretionary housing payments. Knowledge of legislation, policies and procedures and an understanding of local schemes would also be an advantage.

Adult Social Care Finance

Knowledge of working experience of adult social care finance including financial assistance, safeguarding vulnerable clients, obtaining Court of Protection and appointeeships, processing payments to care homes and direct payment clients. Knowledge of The Care Act 2014 and ongoing amendments would be an advantage.

Reconciliation and Finance

Knowledge of the service financial administration including collating government returns, quarterly/year-end accounts, Audits, and clerical support to the service. Responsible for the administration and reconciliation of the council's income systems.

Service Support

Knowledge of the service as a whole including management and support of the Document Control Team, Business Support and monitoring and administration of attendance management for the Welfare and Exchequer Service.

Supporting the operation and management of an effective and efficient service in respect of incoming documentation distribution and electronic communication, ensuring the scanning, indexing and quality control procedures for service.

For Office Use Only:

Job Category	Financial Services	Grading ID	18500
Job ID	80101132	Last Updated	February 2022
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Standard
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		